



213A
EDU

C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Alfoom Investments Pty Ltd
Provider Number	PR-40000959
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gungahlin Kinder Haven
Service Approval Number	SE-40001554
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01P01 P03
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	Complaint received - 08/06/23 Details: The parent has raised concerns as when she picked her child up on Monday she witnessed educator P01 sitting on the floor with his knee up and her child sitting on his lap facing him. The parent was extremely uncomfortable with the situation. Action Taken: 1) CCTV footage has been requested and and investigation will be undertaken 2) SOA has been stood down
Please upload any relevant documentation	

Discussion Record P01 8.6.23.docx	Supporting docs
Discussion Record P01 8.6.23.docx	Supporting docs
Stand Down 8.6.2023 (1).pdf	Supporting docs

Submitted By: P01 P01



Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01 - Centre Manager
Phone Number	P03
Email Address	P03